

Administrative provide clerical support to HCC organization. Also includes fundraising and any other volunteer opportunities that are not patient related.

HOSPICE CLEVELAND COUNTY (HCC)

POSITION DESCRIPTION

TITLE: ADMINISTRATIVE VOLUNTEER

Primary Function:

To provide clerical support to the Hospice Cleveland County organization.

Relationship:

Responsible to the Director of Administrative Support.

Qualifications:

1. Must be at least 18 years of age unless permission is granted by the Director of Administrative Support.
2. Must have an understanding of and commitment to the hospice philosophy.
3. Ability to work well as a team member.
4. Must have a yearly TB test.

Responsibilities:

1. To perform assigned duties.
2. To log in volunteer hours regularly.
3. To complete annual competencies.

Statement of Acknowledgment:

I acknowledge that I have read and that I understand the position description for the position outlined herewith. I further acknowledge that this position description may be revised at any time.

Signature: _____

Date: _____

Heart to heart provide friendly visits to patients at Wendover. Social/Emotional support, read to patients, write notes, play games (work puzzles, checkers) etc. Can also help in the facilities with laundry, water plants, answer the phone, clerical duties, help serve meals, pick up meals

HOSPICE CLEVELAND COUNTY (HCC) - POSITION DESCRIPTION

TITLE: VOLUNTEER – PATIENT/FAMILY AND WENDOVER/KMHH HEART TO HEART

Primary Function:

To provide social/emotional support to the patients/families using their unique abilities and understanding during the length of stay of the patient. **Heart To Heart Volunteer** will help alleviate patient/family stress/discomfort due to Hospice House placement. **Patient/Family Volunteer** may follow the primary caregiver/support system during the bereavement length of stay.

Relationship:

Responsible to the Volunteer Services Coordinator. Heart to Heart Volunteers are indirectly responsible to the Director of Nursing Services or charge nurse at the Hospice House Facility.

Qualifications:

1. Must be at least 18 years of age unless pre-approved.
2. Must have satisfactorily completed the HCC Training Program or been oriented appropriately.
3. Must have some means of transportation.
4. Must be able to perform as a team member, having the ability to work with and relate well to others.
5. Must have the ability to accept and adapt to the needs of the patients/families as they differ according to social status, religious beliefs, sexual orientation, racial beliefs, and their emotional, physical, and intellectual capabilities.
6. Must have an understanding and commitment to the HCC philosophy.

Responsibilities: Heart to Heart and Patient/Family Volunteers

1. Maintain confidentiality at all times.
2. Provide understanding and assistance to the patient/family during the visit.
3. Report patient/family identified needs to appropriate HCC staff or interdisciplinary team.
4. Have a yearly TB test and perform annual competencies/in-services as necessary.
5. Act as an ambassador for HCC, helping to educate the public to the philosophy of Hospice care.

Wendover/KMHH Heart to Heart Volunteers:

1. Log volunteer time in the volunteer in and out book.
2. Assist nursing staff – answering telephone, clerical duties, sitting with family members, keeping facility neat, or serving meals/snacks.

Patient/Family Volunteers:

1. Make monthly visits to the patient/family and maintain written documentation on appropriate forms of all visits to patients/families and submit to the Patient Family Volunteer Coordinator.
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HEART TO HEART VOLUNTEER

PATIENT/FAMILY VOLUNTEER

Signature: _____

Signature: _____

Date: _____

Date: _____

Patient volunteers make monthly visits to patient/family and maintain written documentation on appropriate forms of all visits and submit to Patient/Family Volunteer Coordinator. These visits can include light housekeeping, running errands, social/emotional visits, read to patients, play games (card, checkers, etc.), write notes for patients. 12 hr training class required